

Social Security Welcoming and Remarks

Robert Pfaff, Director, Office of Employment Support (SSA)

Robert Pfaff welcomed everyone and provided the following updates:

- Internal Training for Social Security Operations and Teleservice Center Staff: Social Security will develop training topics and offer them on their current video training platform. They will add short segments of information related to the Ticket Program to the training video they regularly receive. The first topic will be about the Benefits Planning Query (BPQY) and its importance for Ticketholders.
- Ticket/Policy Newsletter - Social Security will also offer a newsletter targeted to Field Operations staff called "Your Ticket to the Red Book". It will provide overviews of the Ticket to Work Program and offer a resource for Field Office staff about information in the Red Book. This newsletter will also help address concerns we have received from Ticket service providers about sharing Ticket to Work knowledge with Field Office staff.
- Quarterly Meetings with Area Work Incentives Coordinators: Social Security will restart quarterly Calls for AWICS and related staff in the next several weeks. The calls will offer Ticket to Work topics, technical assistance, and opportunities to ask questions.

Additionally, Rob shared information and links for two important events:

SSA Commissioner Martin O'Malley Senate Confirmation Hearing: [Senate Finance Committee Considers Martin O'Malley's Nomination To Be Social Security Commissioner - YouTube](#)

SSA Hearing on Overpayments: During a recent Social Security Oversight Committee hearing, Representative voiced concerns to Social Security about the prevalence of overpayments. [Social Security Subcommittee Hearing: Protecting Beneficiaries from the Harm of Improper Payments - YouTube](#) – Scroll to 5:52

Ticketholder Engagement Update

Patrice McLean, Deputy Director, Office of Employment Support (SSA)

Social Security has been reviewing EN Ticket assignment and payment data to determine where Tickets are assigned that have not generated payments within the last three years. Social Security will contact specific ENs where this is prevalent to discuss the handling of these Ticket assignments. Tickets with no activity should be unassigned. Patrice referenced the language sent via GovDelivery:

If a Ticketholder is not meeting the goals outlined in the Individual Work Plan (IWP), the EN shall discuss and document the following:

- Whether the Ticketholder's goals are still appropriate.

- Whether the Ticketholder requires additional services and/or supports to achieve their goals. If required, the Ticketholder's IWP must be amended.
- Whether the Ticketholder needs new goals, and how appropriate the Ticketholder's goals are based on the guidance in Part III, Section 4.A.2. If new goals are required, the Ticketholder's IWP must be amended.
- Unassignment of the Ticket if the Ticketholder no longer wants to work and pursuing self-sufficiency.

ENs should review their current Ticket assignments to ensure that they are within the parameters of this guidance. If ENs have not maintained the required contact with their Ticketholders as annotated in Part III, Section 4.A of the Ticket Program Agreement (TPA), ENs must either contact the Ticketholder in order to attain compliance with the TPA's IWP revision and contact requirements, or unassign the Ticket.

Patrice encouraged ENs to review all Ticket assignments and ensure they are engaging with each Ticketholder, and making sure their Ticketholders are making progress. If not, contact the Ticketholder about their intentions to continue with the Program. Depending on the intentions of the Ticketholder, either unassign the Ticket or determine new goals, services and/or supports, and amend the IWP.

Social Security will share specific details with ENs soon via GovDelivery email.

Access to the National Employment Team (NET)/ Talent Acquisition Portal (TAP) and Availability of Microsoft Training

Michael Corso, President disABLEDperson, Inc.

ACT-VLP

ACT-VLP is a video based, instructor led and supported learning environment through a private-public sector partnership that includes State VR agencies, disABLEDperson Inc., CSAVR and The NET, and SkillSoft.

The ACT-VLP offers on-demand, online video instructor led training focused on high demand skill sets that support candidates in career paths in technology and business through a series of stackable credentials leading to competitive integrated employment.

The learning platform, www.disABLEDperson.percipio.com, has received high praise for its accessibility. The platform is also multilingual, and closed captioned.

Annual cost for learning is \$500. Exam vouchers are NOT paid for by disABLEDperson Inc. Artificial Intelligence Interactive learning in many IT courses are also available. Should consumers wish to utilize this interactive functionality, there will be an additional annual cost of \$38. Features include:

- "In Demand" courses leading to certifications that will stand out to employers.



- Technology and Business career tracks for people with disabilities.
- Badges and certificates of completion from ACT-VLP.
- A full range of IT certification preparation courses as well as IT career pathways.
- A wide range of business courses, certifications and career pathways.

Talent Acquisition Portal (TAP)

The TAP is a Joint Venture between disABLEDperson Inc. and CSAVR. The TAP features over 400,000 jobs across the U.S. and over 32,000 active job candidates. The TAP is interactive between job seekers, counselors, and employers. All ENs can participate in the TAP at no charge. Forty-five ENs are participating.

- Offered FREE as a public service to Employment Networks.
- To enroll your EN, please send an email to Mike@disABLEDperson.com
- Information needed: EN's name, lead individual and their email address.
- Training available directly on the site at <https://tapability.org/training>

Contact Mike Corso at Mike@disABLEDperson.com or call 760-420-1269.

Beneficiary Satisfaction Survey

Mike Anzick, Senior Advisor (SSA)

Social Security launched the online survey on November 13, 2023.

- Recipients also have an option to respond via telephone.
- Invitations were sent to a random sample of Ticketholders via mailed letters.
- Invitations will be mailed in waves of 10,000 every one to two weeks.
- Reminder letters will be mailed to follow up.
- Goal is to achieve 5,000 completed surveys by the data collection closeout date of January 29, 2024.
- Extensive promotion conducted through GovDelivery, social media, websites, stakeholder letters.

ENs should encourage beneficiaries to complete the survey and verify its legitimacy.

ENs can call WestStat or the Help Line for more information referred to in the media toolkit and encourage clients to complete the survey if they've been selected. Links to the survey materials: [Beneficiary Satisfaction Survey Promotional Toolkit - yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov); [FAQs for ENs - yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov)

Social Security will publish the final report by the end of March and will share it with ENs.

Updated WIPA Referral Process at the Help Line

Candra McLaughlin, WIPA & PABSS Project Officer, Office of Employment



Support (OES)

After December 11, 2023, the Help Line referral process will change. We will no longer have the Help Line refer beneficiaries for services who:

- Do not yet have a job offer
- Are youth between age 18 and 25 receiving benefits under the adult standard for disability
- Have had an interview or scheduled an interview for a job

To serve these callers, Social Security enhanced the Help Line scripts to provide more general information, with a prompt for them to call back when they are working or have a job offer pending. This change only affects referrals to WIPAs from the Help Line. It does not affect any arrangements ENs have with WIPA projects. Social Security will update the Choosework website to reflect the changes.

Extended Period of Eligibility (EPE) / 36 Month Re-entitlement Period

Charles Killen, Policy and Innovation Team, Office of Research, Demonstration, and Employment Support (SSA)

Charles shared the basics of the Trial Work Period (TWP), Substantial Gainful Activity (SGA), Extended Period of Eligibility (EPE), Unsuccessful Work Attempt (UWA), averaging earnings, cessation month and grace period, and an introduction to Expedited Reinstatement (EXR). EXR details will be shared on a future call.

For more information about each incentive, please read the slides or listen to the audio, which include the detailed information.

EN Updates and Reminders

Erinn Weidman, Social Insurance Specialist (SSA)

The Signatory Authority will receive the APOR link at end of January. Social Security will post the survey questions document, FAQ document, and other materials. TPM will also host the APOR review session to assist with proper completion of the APOR. During last year's APOR, ENs were required to submit benefits counseling certifications, work from home requests, and partnership plus agreements, if applicable. The upcoming APOR will not require ENs to provide any of that documentation as they are now collected through annual services and support reviews. More information regarding completing the APOR will be sent out closer to the start of the APOR collection period.

Questions/Answers

A question-and-answer period followed, which is part of the call recording and transcript.

Next Quarterly All EN Call

The next All EN Call is scheduled for Tuesday, March 19, 2024, at 1:00 p.m. ET.